

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

Annual Compliance Report, 2019

Docket No. ACR2019

CHAIRMAN'S INFORMATION REQUEST NO. 5

(Issued January 21, 2020)

To clarify the Postal Service's FY 2019 Annual Performance Report (*FY 2019 Report*) and FY 2020 Annual Performance Plan (*FY 2020 Plan*),¹ the Postal Service is requested to provide written responses to the following requests. Answers should be provided to individual requests as soon as they are developed, but no later than January 28, 2020.

1. Please refer to the FY 2019 targets listed in the *FY 2019 Annual Report* and the *FY 2018 Annual Report to Congress (FY 2018 Annual Report)*.² For the Customer Experience Composite Index, the FY 2019 target differs between the *FY 2019 Annual Report* (78.27) and *FY 2018 Annual Report* (80.00). *FY 2019 Annual Report* at 20; *FY 2018 Annual Report* at 17.
 - a. Please specify which number is the FY 2019 target.
 - b. Please explain why the FY 2019 target for the Customer Experience Composite Index differs between the two sources.

¹ The *FY 2019 Report* and *FY 2020 Plan* are included in the Postal Service's FY 2019 *Annual Report to Congress*, which the Postal Service filed with the FY 2019 *Annual Compliance Report*. See *United States Postal Service FY 2019 Annual Report to Congress*, Library Reference USPS-FY19-17, December 27, 2019 (*FY 2019 Annual Report*).

² See *FY 2019 Annual Report* at 20; Docket No. ACR2018, *United States Postal Service FY 2018 Annual Report to Congress*, Library Reference USPS-FY18-17, December 28, 2018, at 17 (*FY 2018 Annual Report*).

2. Please refer to the FY 2019 targets and results for each performance indicator listed on page 20 of the *FY 2019 Annual Report*.
 - a. For each performance indicator, please confirm that the FY 2019 target and result are calculated using the same methodology.
 - b. If not confirmed, for each performance indicator with a FY 2019 target that is not comparable to the FY 2019 result:
 - i. Please explain the methodologies used to calculate the FY 2019 target and result.
 - ii. Please provide a comparable FY 2019 result or explain why providing a comparable result is not feasible.
3. Please refer to the High-Quality Service performance indicators and results listed on page 20 of the *FY 2019 Annual Report*.
 - a. In the *FY 2018 Annual Report*, the Postal Service stated that it will use an internal service performance measurement system to measure progress toward the High-Quality Service performance goal. *FY 2018 Annual Report* at 19. Please explain how the change to an internal service performance measurement system affected the comparability of FY 2019 targets and results as well as the comparability of FY 2016 through FY 2019 results for each High-Quality Service performance indicator.
 - b. For each performance indicator with results that are not comparable across FYs 2016, 2017, 2018, and 2019:
 - i. Please explain the methodologies used to calculate FY 2016 through FY 2019 results.
 - ii. Please provide comparable results for FYs 2016, 2017, 2018, and 2019 using the same methodology. As an alternative, if comparable results cannot be provided, please explain why and explain either (1) how to compare results across these fiscal years or (2) why making this comparison is not feasible.

4. Please refer to the FY 2016 through FY 2019 results listed on page 20 of the *FY 2019 Annual Report* for the Point of Sale performance indicator under Excellent Customer Experiences and for the performance indicators listed under the Safe Workplace and Engaged Workforce and Financial Health performance goals.
 - a. Please confirm that FY 2016 through FY 2019 results for each performance indicator are expressed using the same methodology.
 - b. If not confirmed, for each performance indicator with results that are not comparable:
 - i. Please explain the methodologies used to calculate results from FY 2016 through FY 2019.
 - ii. Please provide comparable results for FYs 2016, 2017, 2018, and 2019 using the same methodology. As an alternative, if comparable results cannot be provided, please explain why and explain either (1) how to compare results across these fiscal years or (2) why making this comparison is not feasible.
5. Please refer to the FY 2018 and FY 2019 results of the USPS.com and Business Mail Entry Unit performance indicators under Excellent Customer Experiences listed on page 20 of the *FY 2019 Annual Report*.
 - a. Please confirm that FY 2018 and FY 2019 results for both performance indicators are expressed using the same methodology.
 - b. If not confirmed, for each performance indicator with results that are not comparable:
 - i. Please explain the methodologies used to calculate FY 2018 and FY 2019 results.
 - ii. Please provide comparable FY 2018 and FY 2019 results using the same methodology. As an alternative, if comparable results cannot be provided, please explain why and explain either (1) how to

compare results across these fiscal years or (2) why making this comparison is not feasible.

6. Please refer to the library reference containing information on the non-public performance indicators used to measure progress toward the High-Quality Service performance goal.³
 - a. Please confirm that the FY 2019 target and result for each non-public performance indicator are calculated using the same methodology.
 - b. If not confirmed, for each non-public performance indicator with a FY 2019 target that is not comparable to the FY 2019 result:
 - i. Please explain the methodologies used to calculate the FY 2019 target and result.
 - ii. Please provide a comparable FY 2019 result or explain why providing a comparable result is not feasible.
 - c. For each non-public performance indicator, please confirm that results from FYs 2016 through FY 2019 are calculated using the same methodology.
 - d. If not confirmed, for each performance indicator with results that are not comparable:
 - i. Please describe the methodologies used to calculate FY 2016 through FY 2019 results.
 - ii. Please provide comparable FY 2016 through FY 2019 results using the same methodology. As an alternative, if comparable results cannot be provided, please explain either (1) how to compare results across these fiscal years or (2) why making this comparison is not feasible.

³ Library Reference USPS-FY19-NP30, December 27, 2019, file "NONPUBLIC FY19-NP30 Preface.pdf," at 2.

7. Please describe any FY 2020 changes to performance indicators, targets, or methodologies for calculating targets and results. For each change:
 - a. Please provide the rationale for the change.
 - b. Please describe the methodology that will be used to calculate the FY 2020 target and result for the applicable performance indicator.

By the Chairman.

Robert G. Taub